

**Addendum Four to the
Electronic Government Service Level Agreement Between
Nebraska Interactive, LLC,
Nebraska State Patrol,
and
Nebraska State Records Board**

This Addendum Four to the Electronic Government Service Level Agreement (“EGSLA”) made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and Nebraska State Patrol sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services. The (Partner) has authority to assess and collect the fees described herein.

Project: Conceal and Carry Weapons Permit Renewals for Nebraska State Patrol

Revenue Type: Instant Access

Implementation: 2016

Service	Nebraska State Patrol Fee	Nebraska.gov Portal Fee	NSRB Share
Conceal and Carry Weapons Permit Renewals Electronic Check	Full statutory/assessed fee charged by Partner	\$4.50	10% of Nebraska.gov Portal Fee
Conceal and Carry Weapons Permit Renewals Credit Card	Full statutory/assessed fee charged by Partner	\$4.50	10% of Nebraska.gov Portal Fee

Payment Processing: Nebraska.gov will provide electronic services for payment processing in accordance with Section 14 of the EGSLA through one of the following processors (check one):

- ☒ State-Selected Processor
- ☐ Nebraska.gov-Selected Processor
- ☐ Not Applicable

[OPTIONAL PROVISION] **Swipe Hardware Provision:** Swipe Hardware will be serviced and maintained by Nebraska.gov in accordance with Section 14(b) of the EGSLA and provided as follows (check one):

- ☐ Nebraska.gov purchases XX swipe devices of make/model
- ☐ Partner purchases XX swipe devices of make/model
- ☒ Not applicable

Security: Nebraska.gov security provisions are found at nebraska.gov/securitypolicy.html

By: _____
General Manager – Brent Hoffman
Nebraska Interactive, LLC

Date: _____

By: _____

Date: _____

Chairman – Secretary of State John Gale
Nebraska State Records Board

By: _____
Colonel Brad Rice - Superintendent
Nebraska State Patrol

Date: _____

Summary

Nebraska State Patrol

Addendum Four

Project: Conceal and Carry Weapons Permit Renewals

The new Conceal and Carry Application will allow the user to complete their application online and submit payment (payment will be collected for renewals only). The payment process for the application allows Nebraska State Patrol (NSP) to easily reconcile payments. The application will collect name, residential address, mailing address and application questions. The application will generate a PDF with user data for image repository in Filebound to maintain consistency with paper application process. The application allows the permit application data to be transmitted and updated in the NSP database, which will eliminate data entry for NSP, streamlining the application process for them to approve or decline the application. Users will be required to renew in person every 10 years in order to update their photo on file.

Task	Estimate of Hours
User Interface Prototype	25
Development Planning	10
Application Plugins	17.5
Database Integration	5
Application Error Coding	3
Common Application Template Layout	4
Landing Page	16
Request CCW Permits from RITS	14
Name and Address Page	30
Optional: DMV Data Lookup for Pre-population	14
Application Questions	21
File with RITS	20
File with Filebound	14
Receipt Page	12
Quality Assurance Testing	30
Project Management Testing/Hours	30
Total Est. of Hours	265.5

Current Process:

Renewals, Name/Address Changes and Lost/Stolen/Damaged Permit requests are currently processed in person with a paper application, at one of 6 Nebraska State Patrol (NSP) offices. NSP has to manually enter data for the renewal/name/address/lost/stolen/damaged permit application, scan the application, and then for renewals they collect and process payment. Payments are handled at all locations and then reconciled at the main NSP office in Lincoln.

Project Overview/Proposal:

The Nebraska State Patrol has asked Nebraska Interactive to create an online application for Conceal and Carry Permit renewal, name/address changes and lost/stolen/damaged permits for current permit holders. This process will allow the State Patrol to reduce traffic in their offices by allowing users to do these tasks online. In addition, the online application process will make the process more convenient and time effective for permit holders attempting to complete one of these processes. Office locations in Omaha, Norfolk, Grand Island, Scottsbluff and Lincoln may still be a long drive away for some permit holders, and this application will allow users to complete these tasks online eliminating their drive time and cost of fuel for the trip.

Market Potential/Target Audience

Active permit holders who wish to perform one of the following tasks: name change, address change, replace a lost/stolen/damaged permit, or renew their permit.

In 2017 Nebraska State Patrol expects to process:

- 4,800-5,000 Conceal and Carry Weapons Renewal Permits
- 2,340 Data Changes/Lost/Stolen/Damaged Permit Requests

In 2018 Nebraska State Patrol expects to process:

- 8,500-9,500 Conceal and Carry Weapons Renewal Permits
- 3,088 Data Changes/Lost/Stolen/Damaged Permit Requests

Information on what the fee presented is based upon:

The portal fee is calculated based upon anticipated adoption rates, project hours, ongoing project work and enhancements and maintenance. The user will be billed \$4.50 for a Conceal and Carry Weapons Permit Renewal. Users performing a data change or replacing a lost/stolen/damaged permit are not charged a portal fee. If Nebraska State Patrol requests a refund due to a declined CCW Permit NI will provide a full refund to the permit holder.

Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:

The total estimated market potential was provided to us by the Nebraska State Patrol, and was based on the number of conceal and carry permits issued over the previous five-year period.

Description	2016	2017	2018	2019	2020	Total	Merchant Fees	Revenue Potential
Project Hours	265.5							
Ongoing Project Work & Enhancements		30	20	20	20			
Total Project Cost	\$33,188	\$3,750	\$2,500	\$2,500	\$2,500	\$44,438		
Est. Market Potential		4819	9828	5673	6542			
Adoption %		30%	40%	50%	60%			
Adoption #		1446	3931	2837	3925	12139		
Revenue @ \$4.50		\$6,506	\$17,690	\$12,764	\$17,663	\$54,624	14,135	-\$3,949

Expected rate of return (in what time period):

Noting that adoption of a new service is gradually from year to year, to estimate a rate of return, Nebraska.gov made the following assumptions:

- 30% of conceal and carry permit holders that renew adopt the Conceal and Carry Weapons Permit application within the first year of project launch (YR2, after project launch)
- Each year, following project launch, an estimated 10% increase of adoption is expected

There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

NI's investment in this application (any costs incurred):

Nebraska Interactive assumes all the upfront costs and investments associated with this project. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

NI's risk (in providing this service):

As with all applications that Nebraska.gov provides for the State of Nebraska, all costs related to hosting, hardware, licensing, security etc., are assumed by Nebraska.gov. Every project involves project management, development, testing and ongoing customer support that is not charged to the partner.